



BUNDOORA PRE-SCHOOL FEE POLICY 2019



Mandatory – Quality Area 7

PURPOSE

This policy will provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the financial viability of Bundoora Pre-school, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Bundoora Pre-school

POLICY STATEMENT

1. VALUES

Bundoora Pre-school is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program funding, including government support and fees to be paid by parents/guardians
- providing equitable access for families eligible for the Kindergarten Fee Subsidy

2. SCOPE

This policy applies to the Approved Provider, Person with Management or Control, Nominated Supervisor, Person in Day-to-Day Charge, teachers, educators and parents/guardians with an enrolled child, or who wish to enrol a child at Bundoora Pre-school. This policy is based on the information provided by Early Learning Association Australia (ELAA).

3. BACKGROUND AND LEGISLATION

Background

The Department of Education and Training (DET) provides per capita funding for each child who is enrolled and attending a funded kindergarten program in the year before school (four-year-old kindergarten). Income from other sources, primarily fees, is required to meet all the additional costs incurred by the service in the delivery of the children's program. In addition, the *Kindergarten Fee Subsidy* (refer to *Definitions*) enables eligible children to attend the four-year-old funded kindergarten program free of charge in the year before school.

DET also funds *Early Start Kindergarten* (refer to *Definitions*) for three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs as outlined in *The Kindergarten Funding Guide* (refer to *Sources*).

DET requires that funded services have a comprehensive written fee policy in place, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged, as required under Regulation 168(2)(n), and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment. Services must also advise eligible families of the *Kindergarten Fee Subsidy* arrangements. The fees charged must comply with the *Kindergarten Fee Subsidy – Fees Policy* (refer to *Definitions*), and be responsive to the local community and the viability of the service. *The Kindergarten Funding Guide* (refer to *Sources*) outlines the criteria to be covered in the policy.



Legislation and standards

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- National Quality Standard, including Quality Area 7: Governance and Leadership

4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

Administration Fee: A non-refundable administration fee is charged to assist the pre-school to cover the administrative costs of the registration and enrolment process.

Association Membership Fee: All families whose children are enrolled at Bundoora Pre-school become members of the Bundoora Pre-school Association. An annual Membership Fee will be charged upon enrolment or acceptance of a position. The Committee of Management will set the Membership Fee at the time of setting fees for attendance.

Concession Card: Commonwealth Government entitlement providing concessions for low-income earners and other eligible people. Details are available at: <https://www.humanservices.gov.au/customer/subjects/concession-and-health-care-cards#a1>

Child Care Subsidy (CCS): Child Care Subsidy (CCS) is an Australian Government payment that can assist eligible families with the costs of childcare at an approved or registered care provider.

Bundoora Pre-school is NOT a registered care provider. No claims can be made to the Family Assistance Office in relation to fees paid for a child's attendance at Bundoora Pre-school.

Early Start Kindergarten: A funding program that enables three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection to attend a kindergarten program that is planned and delivered by an early childhood teacher for up to 15 hours per week. Details are available at: www.education.vic.gov.au.

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge (refer to *Excursions and Service Events Policy*).

Fees: A charge for a place within a program at the service.

Kindergarten fee deposit: A charge to secure a place that has been offered in a program at the service. This is deducted from term fees.

Kindergarten Fee Subsidy: A state government subsidy paid in addition to per capita grants to subsidise the costs of parent/guardian fees and enable eligible children to attend a funded kindergarten (four-year-old kindergarten) for 15 hours free of charge (*The Kindergarten Funding Guide* (refer to Sources)).

Late Collection Charge: A charge that may be imposed by the Approved Provider when parents/guardians are late to collect their child/children from the program (refer to *Fee Information for Families - Attachment 1*)

Maintenance Levy: A refundable levy system exists at the service. Reimbursement of this levy is offered to families at the end of the year after their participation in two or more specified activities. Refer to *Frequently Asked Questions – Maintenance Levy (Attachment 8)*.

Registered care: Care provided by nannies, grandparents, relatives or friends, individuals working within kindergartens, occasional care services and outside school hours care services that are registered with the Family Assistance Office. Bundoora Pre-school IS NOT a Registered Care Provider.



Voluntary parent/guardian contribution: A voluntary payment for items not directly related to the provision of the children's program. Attendance at the service is not conditional on this payment.

5. SOURCES AND RELATED POLICIES

Sources

- *The Kindergarten Funding Guide*: available under early childhood / service providers on the DET website: (Department of Education and Training): www.education.vic.gov.au
- *The Constitution of the Bundoora Pre-school Association Incorporated*

Service policies

- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Excursions and Service Events Policy*
- *Inclusion and Equity Policy*
- *Privacy and Confidentiality Policy*
- *Registration, Enrolment and Orientation Policy*

PROCEDURES

The Approved Provider and Persons with Management and Control are responsible for:

- reviewing the current budget to determine fee income requirements
- developing a Fee Policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- implementing and reviewing this policy in consultation with parents/guardians, the Nominated Supervisor and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to Sources)
- considering any issues regarding fees that may be a barrier to families enrolling at Bundoora Pre-school and removing those barriers wherever possible
- reviewing the effectiveness of the procedures for late payment and support offered
- considering options for payment when affordability is an issue for families
- clearly communicating this policy and payment options to families in a culturally-sensitive way
- providing all parents/guardians with a copy of the document - *Fee Information for Families (Attachment 1)*
- providing all parents/guardians with a *Statement of Fees and Charges (Attachments 2 and 3)* upon enrolment of their child, and ensuring that the fee policy is readily accessible at the service (Regulation 171)
- providing all parents/guardians with a *Fee Payment Agreement* (refer to sample Attachments 4 and 5)
- providing all parents/guardians with a *Late Collection Charge Agreement* (refer to sample Attachment 6)
- ensuring fees are collected and receipted (receipts issued upon request)
- collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians a minimum of 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2)), and ideally providing one term's notice
- ensuring a notice outlining fees charged by the service is displayed prominently in the main entrance to Bundoora Pre-school

The Nominated Supervisor and Person in Day-to-Day Charge are responsible for:

- assisting the Approved Provider in developing this policy, and ensuring that this policy is based on *The Kindergarten Funding Guide* (refer to Sources)
- implementing and reviewing this policy, in consultation with parents/guardians, the Approved Provider and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to Sources)
- considering any issues regarding fees that may be a barrier to families enrolling at Bundoora Pre-school and removing those barriers wherever possible



- considering options for payment when affordability is an issue for families
- communicating this policy, the availability of the *Kindergarten Fee Subsidy* and payment options to families in a culturally-sensitive way
- providing all parents/guardians with a copy of the document - *Fee Information for Families (Attachment 1)*
- providing all parents/guardians with a *Statement of Fees and Charges (Attachments 2 and 3)* upon enrolment of their child, and ensuring that the fee policy is readily accessible at the service (Regulation 171)
- providing all parents/guardians with a *Fee Payment Agreement (refer to sample Attachments 4 and 5)*
- providing all parents/guardians with a *Late Collection Charge Agreement (refer to sample Attachment 6)*
- collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.
- ensuring a notice outlining fees charged by the service is displayed prominently in the main entrance to Bundoora Pre-school
- informing families of the late collection charge and following the Late Collection of Children procedure, outlined in Bundoora Pre-school's *Delivery and Collection of Children Policy*.

All other staff are responsible for:

- informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- referring parents'/guardians' questions in relation to this policy to the Approved Provider.
- assisting the Approved Provider, as required, in sighting supporting documentation for access to the *Kindergarten Fee Subsidy*
- documenting any fees presented in person at the service
- following the Late Collection of Children procedure, outlined in Bundoora Pre-school's *Delivery and Collection of Children Policy* and advising the Approved Provider if a family is to be invoiced for the late collection charge

Parents/guardians are responsible for:

- reading the *Bundoora Pre-school Fee Information for Families (Attachment 1)*, the *Statement of Fees and Charges (Attachments 2 and 3)*, the *Fee Payment Agreement (Attachments 4 and 5)*, the *Late Collection Charge Agreement (Attachment 6)* and the *Frequently Asked Questions* pages pertaining to Fees and the *Maintenance Levy (Attachments 7 and 8)*
- signing and complying with the *Fee Payment Agreement (refer to samples Attachments 4 and 5)*
- signing and complying with the *Late Collection Charge Agreement (refer to sample Attachment 6)*
- notifying the Approved Provider (Assistant Treasurer) if experiencing difficulties with the payment of fees
- providing the required documentation to enable the service to claim the *Kindergarten Fee Subsidy* for eligible families. Refer to *Fee Information for Families (Attachment 1)*

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary in extenuating circumstances



ATTACHMENTS

- Attachment 1: *Fee Information for Families*
- Attachment 2: *Statement of Fees and Charges – Fee schedule – Four-year-old (funded) kindergarten program*
- Attachment 3: *Statement of Fees and Charges – Fee schedule – Three-year-old kindergarten program*
- Attachment 4: *Fee Payment Agreement – Four-year-old (funded) kindergarten program*
- Attachment 5: *Fee Payment Agreement – Three-year-old kindergarten program*
- Attachment 6: *Late Collection Charge Agreement*
- Attachment 7: *Frequently Asked Questions – Fees*
- Attachment 8: *Frequently Asked Questions – Maintenance Levy*
- Attachment 9: *Example Letter with Written Warning Regarding Late Collection of Child*
- Attachment 10: *Example Invoice with Late Collection Charge Notice Regarding Late Collection of Child*

AUTHORISATION

This policy was updated by the Approved Provider of Bundoora Pre-school on 18 October 2018.

Review Date: July 2019



Attachment 1

FEE INFORMATION FOR FAMILIES 2019

1. General information

The Department of Education and Training (DET) provides per capita funding for each child enrolled and attending kindergarten in the year before school (four-year-old kindergarten) as a contribution toward the costs of providing the program. Services meet the balance of costs through charging fees and fundraising activities.

DET provides a *Kindergarten Fee Subsidy* (see below) that enables children from eligible families to attend a four-year-old kindergarten program free of charge in the year before school.

DET also provides funding to assist eligible three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs.

Bundoora Pre-school provides a range of support options to parents/guardians experiencing difficulty with payment of fees (see below).

2. How fees are set

As part of the budget development process, the Committee of Management sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided for the program, including the *Kindergarten Fee Subsidy*
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of *The Kindergarten Funding Guide* (Department of Education and Training) available from the DET website: www.education.vic.gov.au

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

3. Other charges

Other charges levied by Bundoora Pre-school are included on the *Statement of Fees and Charges*. These include:

- **Administration Fee:** This is a non-refundable payment that assists the pre-school to cover the costs of the registration and enrolment process.
- **Association Membership Fee:** All families with a child/ren enrolled at Bundoora Pre-school become members of the Bundoora Pre-school Association Incorporated. The annual non-refundable Membership Fee is charged in accordance with our Constitution to ensure that all Association Members are 'Financial Members'.
- **Kindergarten Fee Deposit:** This payment secures a child's place at the service and is payable on acceptance of enrolment. The deposit is retained as part payment of term one fees. Four-year-old families eligible for the *Kindergarten Fee Subsidy* (see below) will have the deposit refunded once current proof of eligibility for the *Kindergarten Fee Subsidy* is collected. Four-year-old families experiencing hardship should also discuss any difficulties with the service. For the three-year-old program – the deposit is non-refundable.



- **Excursion/Service Event Charge:** This additional charge is required to cover the cost of excursions or special events that occur throughout the year in response to emerging children's program needs. Additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's program needs and interests. Affordability and relevance to the children's interests and the service program will be taken into consideration before a decision is made that will require families to pay this additional charge (refer to *Excursions and Service Events Policy*). Events that are planned ahead are included as an expenditure item in the service's budget and do not incur this additional charge.
- **Late Collection Charge:** The Committee of Management reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by the Committee of Management (see below for details).
- **Maintenance Levy:** The participation of parents/guardians is encouraged by the service and can help to keep costs more affordable, however, not all families are able to assist at the service. A refundable levy system exists at the service and replaces paid labour with voluntary labour. Payment of the levy will be refunded to parents/guardians who participate in two specified activities which may include working bees, maintenance and gardening, fundraising activities, etc. (volunteering for Kinder Duty does NOT count towards redemption of the Maintenance Levy). The payment of the Maintenance Levy is optional for eligible concession card holders (four-year-old program only). The levy is not intended to be a barrier to children's participation in our kinder program. Families experiencing difficulties should discuss this with the service.

4. Statement of Fees and Charges

A *Statement of Fees and Charges* for four-year-old and three-year-old kindergarten will be provided to families on enrolment.

5. Fundraising

Not all service costs are covered by DET per capita funding and the fees collected. Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While participation in fundraising activities is voluntary, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

6. Subsidies

6.1 Kindergarten Fee Subsidy (four-year-old programs only)

The *Kindergarten Fee Subsidy* is provided by DET and enables eligible children to attend 15 hours of kindergarten free of charge. Eligibility conditions may change from time-to-time. Contact the service for further information.

Families may be eligible for the *Kindergarten Fee Subsidy* in the year before school if their child:

- is Aboriginal and/or Torres Strait Islander; or
- holds, or has a parent/guardian who holds, a Humanitarian or Refugee Visa; or
- is one of three triplets (or a child of greater multiple birth number) attending the service; or
- holds, or has a parent who holds, a Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Affairs Card.

Where a child is identified by a parent, carer or legal guardian as an Aboriginal and/or Torres Strait Islander, no verification is required. In all other instances, supporting documentation must be sighted by the service on acceptance of a place or on commencement in the program, however, where there are delays, such as in obtaining health care cards for children in out-of-home care, the delay should



not provide a barrier to the child accessing the *Kindergarten Fee Subsidy*. Families are eligible for the *Kindergarten Fee Subsidy* for the full term in which their concession is valid. Contact the service for further information.

6.2 Early Start Kindergarten

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program, which is planned and delivered by a qualified early childhood teacher, free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

6.3 Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is an Australian Government payment that can assist eligible families with the costs of childcare at an approved or registered care provider.

Bundoora Pre-school is NOT a registered care provider. No claims can be made to the Family Assistance Office in relation to fees paid for a child's attendance at Bundoora Pre-school.

7. Payment of Fees

The Committee of Management will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees will be invoiced to parents/guardians directly and must be paid by the due dates indicated on the invoice. One invoice, for all four terms, will be issued prior to term one. This invoice will be accompanied by payment instructions for each term's payment. The due date for each fee payment will be listed on the invoice and reminders will be given prior to each due date. Families may pay more than one term's fees at any given time – for example, a family may wish to pay the full year's fees prior to commencing in term one.

Fees are due in advance and must be received in full prior to the child commencing each term at the service. For children enrolled after the commencement of a term, a pro rata invoice will be issued and must be paid in full within seven days of the child's commencement at the service. The invoice issued at the beginning of the year serves as an invoice and, once payment is made, a receipt (bank statements and payment records signed at the pre-school, etc serve as proof of payment). Individual receipts will be issued on request only.

Parents/guardians experiencing difficulty in paying fees are requested to contact the Assistant Treasurer to arrange a suitable alternative payment plan. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances. The Assistant Treasurer's email address is: fees@bundoorapreschool.com.au.

Fee payment may be made by cheque, cash or direct payment via internet/electronic transfer. All fee payments made by cash or cheque should be enclosed in a sealed envelope detailing name, group, amount enclosed and purpose of payment. All payments of cash or by cheque must be handed directly to staff. Parents/guardians should ensure that they sign off their fee payment on a record sheet and sight that this is co-signed by the attending member of staff.

It is the responsibility of each family to provide the electronic receipt number to verify their payment. When making an electronic payment, please enter the reference code as printed on the invoice.

8. Unpaid fees

If fees are not paid by the due date, the following steps will be taken.

- One week after the due date, an email reminder will be sent to the family. A mention of the lapsed payment date and information about support options available will be included in the email.



- Where payment is still not received, the family will be sent another reminder via email (or the reminder will be printed and placed in kinder pockets or sent via post, where applicable). Parents/guardians will then be invited to attend a meeting with the Assistant Treasurer and one other member of the Executive Committee (usually the President), to discuss the support options available and establish a payment plan.
- Failure to attend the meeting and continued non-payment may result in a third and final letter, via post, notifying the family that the child's place at the service may be withdrawn unless payment is made or a payment plan is entered into within a specified period of time. This letter will also include information on the support options available.
- The Committee of Management will continue to offer support and will reserve the right to employ the services of a debt collector.
- If a decision is made to withdraw the child's place at the service, the family will be provided with 14 days' notice in writing.
- No further enrolments of children from the family will be accepted until all outstanding fees have been paid.

9. Refund of fees

If an enrolled child becomes eligible for the *Kindergarten Fee Subsidy* during a term, a full refund of the applicable term fees (and fee deposit, where appropriate) will be provided. Fees may still apply for programs offering more than the required minimum hours per week.

In any other case, fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the Committee of Management). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service for one or more days when both the teacher and educator(s) are absent and no other teachers or educators employed at Bundoora Pre-school are available to relieve
- closure of the service for staff training days
- closure of the service due to extreme and unavoidable circumstances

In addition, there will be no refund where a parent/guardian chooses not to send their child to the program for the maximum number of hours for which they are enrolled.

10. Withdrawal from the service during term

If a child is withdrawn from either the three or four-year-old program part way through a term, there will be no pro rata refund of term fees. This applies whether the withdrawal is planned or unplanned. If a family plans for their child to attend for only a part of a term prior to withdrawal, full fees for that term must be paid in advance. Subsequent term fees would not be payable. Exceptional circumstances may apply and consideration of such is at the discretion of the Committee of Management.

11. Three-year-old Program: Children turning three during the year of enrolment

Full payment from the first day of term one is required if a place is to be reserved for a child in the three-year-old kindergarten program. Children can only commence the program when they have turned three and must turn three by 30 April of the year they will attend. For example, if a child does not turn three until 15 April and this date is in term two, full fees for term one must be paid to reserve the child's place.



All children will have a scheduled interview day before term one commences. Term fees, as well as the Maintenance Levy, are payable on or before this date.

12. Late collection charge

The Bundoora Pre-school sets fees for families based on the program hours offered by our service: 15 hours per week in the four-year-old program; five hours per week in the three-year-old program. In the event that a family is late collecting their child from kindergarten, this has implications for the time worked by our teachers and educators and additional staffing costs are incurred.

If a family is delayed in collecting their child through unavoidable circumstances, they must contact the kindergarten staff to advise of the details of the delay and when the child will be collected. If the kindergarten has not been contacted, a staff member will first attempt to make contact with parents/guardians. If parents/guardians cannot be reached, the emergency contacts (authorised nominees with authority to collect the child) listed on the child's enrolment record will be contacted. If parents/guardians or authorised nominees cannot be contacted, the police will be called.

Note: The Committee of Management and Staff acknowledge that very occasionally there will be genuine extenuating circumstances preventing the timely collection of a child by a parent/guardian or their authorised nominee/s. Such circumstances will be taken into consideration, on a case-by-case basis.

The late collection charge, as per the schedule below, will be imposed at the discretion of the service's Nominated Supervisor. Refer to the *Late Collection Charge Agreement (Attachment 6)*.

The *Delivery and Collection of Children Policy* outlines the procedure that staff will follow if a child is not collected on time at the end of a kindergarten session. In the first instance, a written warning letter will be issued to the parent/guardian who arrives late to collect their child. If a subsequent late collection of the child occurs, the parent/guardian will be handed a letter and an invoice for the late collection charge amount that is due. They will be asked to sign the invoice at the time of issue and a photocopy will be taken for Bundoora Pre-school's records. Information on how to pay the late collection charge will be provided and follow up notice forwarded to the Approved Provider.

Families are to be invoiced for a Late Collection Charge in accordance with the schedule below:

Occurrence	1 – 20 minutes late	21 – 40 minutes late	41 minutes – 1 hour late
First	OFFICIAL WARNING IN WRITING one warning only	\$35.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Second and Third	\$35.00 fee charged	\$70.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Fourth and Subsequent	\$70.00 fee charged	Child FIRST or Police will be called \$100.00 fee charged	

*Child FIRST may be contacted by Bundoora Pre-school staff on 1800 319 355. For more information, please visit: <https://services.dhhs.vic.gov.au/referral-and-support-teams>.



13. Support services

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the kindergarten service provider or alternatively families may contact Banyule City Council.

14. Notification of fee changes during the year

Fees set for the year will only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified one term in advance of any required fee increase and will be offered the option to request a payment plan.

**Attachment 2****STATEMENT OF FEES AND CHARGES – FEE SCHEDULE – FOUR-YEAR-OLD (FUNDED) KINDERGARTEN PROGRAM AT BUNDOORA PRE-SCHOOL**

Hours per week: 15 hours

	Fees and charges applied per child enrolled in four-year-old program			* For families eligible for the Kindergarten Fee Subsidy		
	Fees	Other charges	Total	Fees	Other charges	Total
Kindergarten fee deposit	\$ 50 deposit	\$ 15 administration and association membership fee	\$ 65	\$ 50 deposit (refundable)	\$ 15 administration and association membership fee	\$ 15 (\$ 65 initial cost in year prior; \$ 50 deposit refunded during Term 1)
Maintenance levy		\$ 100 (refundable)	\$ 100		\$ 100 (optional and refundable)	
Term 1 fee	\$ 355		\$ 355			
Term 2 fee	\$ 405		\$ 405			
Term 3 fee	\$ 405		\$ 405			
Term 4 fee	\$ 405		\$ 405			
Annual fee	\$ 1620	\$ 115	\$ 1735	\$ 0	\$ 15 (or \$115)	* \$ 15

Payment of fees

One invoice will be issued in advance; four weeks prior to the beginning of term one. The invoice will list due dates for each term's fee payment, which will be four weeks in advance of the beginning of each term. Due date reminders will be given and fees must be paid by the due date.

Kindergarten fee deposit, administration and association membership fees

Parents/guardians are required to pay the fee deposit and the non-refundable administration and membership fees at the time of acceptance of an offered enrolment place. These payments are retained and the fee deposit amount is then deducted from term one fees. Payment of the fee deposit will secure the child's enrolment place in the four-year-old (funded) kindergarten program. If a child is withdrawn from the program prior to commencement of the kindergarten year, please note that the administration and association membership fees are non-refundable.

Maintenance Levy

The Maintenance Levy is included on the invoice for term one fees. The levy is refundable for families who participate in at least two working bees or equivalent throughout the year. Refer to *Frequently Asked Questions – Maintenance Levy (Attachment 7)*.

Kindergarten Fee Subsidy

Families who are eligible for the *Kindergarten Fee Subsidy* will not be required to make term fee payments. Refer to *Fee Information for Families (Attachment 1)*.

**Attachment 3****STATEMENT OF FEES AND CHARGES – FEE SCHEDULE – THREE-YEAR-OLD KINDERGARTEN PROGRAM AT BUNDOORA PRE-SCHOOL**

Hours per week: 5 hours

	Fees and charges applied per child enrolled in three-year-old program		
	Fees	Other charges	Total
Kindergarten fee deposit	\$ 50 deposit	\$ 15 administration and association membership fee	\$ 65
Maintenance levy		\$ 100 (refundable)	\$ 100
Term 1 fee	\$ 340		\$ 340
Term 2 fee	\$ 390		\$ 390
Term 3 fee	\$ 390		\$ 390
Term 4 fee	\$ 390		\$ 390
Annual fee	\$ 1560	\$ 115	\$ 1675

Payment of fees

One invoice will be issued in advance; four weeks prior to the beginning of term one. The invoice will list due dates for each term's fee payment, which will be four weeks in advance of the beginning of each term. Due date reminders will be given and fees must be paid by the due date.

Kindergarten fee deposit and administration and association membership fees

Parents/guardians are required to pay the non-refundable administration and membership fees at the time of registration. The non-refundable fee deposit is due after a child's acceptance of the offer of an enrolled place. These payments are retained and the fee deposit amount is then deducted from term one fees.

Payment of the fee deposit will secure the child's enrolment place in the three-year-old kindergarten program. The administration and association membership fees and the fee deposit are non-refundable.

Maintenance Levy

The Maintenance Levy is Included on the invoice for term one fees. The levy is refundable for families who participate in at least two working bees or equivalent throughout the year Refer to *Frequently Asked Questions – Maintenance Levy (Attachment 7)*.

Early Start Kindergarten

Families who are eligible for *Early Start Kindergarten*, please refer to *Definitions and Fee Information for Families (Attachment 1)*.

Children turning three during the year of enrolment

Full payment from the first day of term one is required if a place is to be reserved for a child in the three-year-old kindergarten program. Children may only commence in the program once they have turned three and must turn three by 30 April of the year they will attend. For example, if a child does not turn three until 15 April and this date is in term two, full fees for term one must be paid to reserve the child's place.

All children will have a scheduled interview day before term one commences. Term fees, as well as the Maintenance Levy, are payable on or by this date.



Attachment 4

FEE PAYMENT AGREEMENT – FOUR-YEAR-OLD (FUNDED) KINDERGARTEN PROGRAM

Please complete this form and return to Bundoora Pre-school by your parent/teacher interview date.

Child's full name: _____

Parent/Guardian's full name: _____

- I/we acknowledge that the four-year-old kindergarten program is partly funded by the state government, with the balance of funds coming from fees paid by parents/guardians
- I/we understand that I/we am/are entitled to obtain the *Kindergarten Fee Subsidy* if I/we meet one of the criteria below. If my/our eligibility lapses, then I/we understand that full payment of fees is required from the beginning of the following term
- I/we agree to pay fees by the due dates on the invoice
- I/we understand that term fees are non-refundable (except if I/we become eligible for the *Kindergarten Fee Subsidy*)
- I/we acknowledge that if fees are not paid by the due date, the Committee of Management will implement the late payment of fees procedures, as outlined in the *Bundoora Pre-school Fee Policy*, which could result in the withdrawal of my/our child's place at the service
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Assistant Treasurer to discuss alternative payment options
- I/we acknowledge that I/we have received and read the service's *Fee Information for Families*, which outlines the procedure for payment of fees

Signed: _____ Date: _____
Signature of Parent/Guardian

Kindergarten Fee Subsidy

Please indicate if you are currently eligible for one of the following concessions:

- | | |
|---|--|
| <input type="checkbox"/> Health Care Card (child/children named) | <input type="checkbox"/> Pensioner Concession Card |
| <input type="checkbox"/> Aboriginal or Torres Straight Islander | <input type="checkbox"/> Triplets or quadruplets |
| <input type="checkbox"/> DVA Gold Card | <input type="checkbox"/> Bridging Visas A-F |
| <input type="checkbox"/> Temporary Protection/Humanitarian Visas 447, 451, 785 or 786 | |
| <input type="checkbox"/> Resolution of Status Visa (RoS) Visa Class CD, Subclass 851 | |
| <input type="checkbox"/> Refugee and Special Humanitarian Visas 200–217 | |

Supporting documentation will need to be collected by staff prior to commencement at Bundoora Pre-school and sighted by the Assistant Treasurer.

Note: the eligibility of concessions may vary from time-to-time. Up-to-date information can be found in *The Kindergarten Funding Guide* (Department of Education and Training) available under early childhood / service providers on the DET website: www.education.vic.gov.au.

Note: the issue of invoices and receipts and collection of fees will be in accordance with the *Bundoora Pre-school Fee Policy*.



Attachment 5

FEE PAYMENT AGREEMENT – THREE-YEAR-OLD KINDERGARTEN PROGRAM

Please complete this form and return to Bundoora Pre-school by your parent/teacher interview date

Child's full name: _____

Parent/Guardian's full name: _____

- I/we acknowledge that three-year-old kindergarten is not funded by the state government and that the program cannot operate without receiving fees (the only exception is where a child is eligible for the *Early Start Kindergarten* – see below)
- I/we acknowledge that children must be three years old before they can commence in the program and must turn three years old no later than 30 April of the year of enrolment
- I/we agree to pay fees by the due dates on the invoice
- I/we agree that if my child commences part way through term one, or in term two, I/we must pay full fees for term one, along with the Maintenance Levy, prior to the beginning of term one to reserve my/our child's place in the program
- I/we acknowledge that if fees are not paid by the due date, the Committee of Management will implement the late payment of fees procedures, as outlined in the *Bundoora Pre-school Fee Policy* which could result in the withdrawal of my/our child's place at the service
- I/we understand that term fees are non-refundable
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Assistant Treasurer to discuss alternative payment options
- I/we acknowledge that I/we have received and read the service's *Fee Information for Families*, which outlines the procedures for payment of fees

Signed: _____ Date: _____

Signature of Parent/Guardian

Early Start Kindergarten

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program, that is planned and delivered by a qualified early childhood teacher, free of charge. The service receives funding for children who meet the eligibility criteria. Contact the pre-school for further information.

Note: the issue of invoices and receipts and collection of fees will be in accordance with the *Bundoora Pre-school Fee Policy*.



Attachment 6

LATE COLLECTION CHARGE AGREEMENT – BUNDOORA PRE-SCHOOL

Please complete this form and return to Bundoora Pre-school by your parent/teacher interview date

Child's full name: _____

Parent/Guardian's full name: _____

The Bundoora Pre-school sets fees for families based on the program hours offered by our service: 15 hours per week in the four-year-old program; five hours per week in the three-year-old program. In the event that a family is late collecting their child from kindergarten, this has implications for the time worked by our teachers and educators and additional staffing costs are incurred.

If a family is delayed in collecting their child through unavoidable circumstances, they must contact the kindergarten staff to advise of the details of the delay and when the child will be collected. If the kindergarten has not been contacted, a staff member will first attempt to make contact with parents/guardians. If parents/guardians cannot be reached, the emergency contacts (authorised nominees with authority to collect the child) listed on the child's enrolment record will be contacted. If parents/guardians or authorised nominees cannot be contacted, the police will be called.

Note: The Committee of Management and Staff acknowledge that very occasionally there will be genuine extenuating circumstances preventing the timely collection of a child by a parent/guardian or their authorised nominee/s. Such circumstances will be taken into consideration, on a case-by-case basis.

- I/we acknowledge that Bundoora Pre-school will impose a late collection charge to me/us if I do not collect my/our child on time after the end of a kindergarten session, to cover overtime costs to staff
- I/we acknowledge that my child must remain supervised by kindergarten staff until I/we or an authorised nominee, with authority to collect my/our child, arrives at kinder to collect my/our child
- I/we acknowledge that the kindergarten staff are unable to complete post-session duties if they are directly supervising children who have not been collected on time after the end of the kindergarten session
- I/we acknowledge that if a parent/guardian is not contactable, after a specified time frame, the police may be contacted and informed that a child has not been collected from Bundoora Pre-school
- I/we understand and agree to Bundoora Pre-school imposing the late payment charge schedule as outlined

Families are to be invoiced for a Late Collection Charge in accordance with the schedule below.

Occurrence	1 – 20 minutes late	21 – 40 minutes late	41 minutes – 1 hour late
First	OFFICIAL WARNING IN WRITING one warning only	\$35.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Second and Third	\$35.00 fee charged	\$70.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Fourth and Subsequent	\$70.00 fee charged	Child FIRST or Police will be called \$100.00 fee charged	

I have read this Late Collection Charge Agreement and will comply with each of the terms as described above.

Signed: _____ Date: _____
Signature of Parent/Guardian



Attachment 7

FREQUENTLY ASKED QUESTIONS – FEES

Please see the *Bundoora Pre-school Fee Policy 2019* for full details.

1. When do I pay my child's fees?

An invoice, for all four terms of the year your child will attend Bundoora Pre-school, will be raised and mailed to your postal address in January of the year your child is enrolled to attend kinder. The invoice will outline instructions for payment of fees and will list all due dates. This is the only invoice that will be distributed. All fees are due in advance each term. Term one fees must be paid in full prior to or on your scheduled interview day.

Term two, three and four fees must be paid in full on or before the nominated dates outlined in your invoice. Reminders will be given via email and via the kinder newsletter prior to each due date.

Fees should be paid in a timely manner to support the financial viability of Bundoora Pre-school.

2. What if I can't pay the fees by the due date?

If fees cannot be paid by the due date, please contact the Assistant Treasurer, via staff or via email, to discuss a suitable payment plan. Email the Assistant Treasurer at fees@bundoorapreschool.com.au.

Please be assured that confidentiality is maintained, at all times, in regard to families' personal and financial information. All staff and committee members are bound by the terms of the *Bundoora Pre-school Privacy and Confidentiality Policy*.

3. THREE-YEAR-OLD PROGRAM: What if my child does not turn three until term two, is there a discount on fees until they start pre-school?

No. To reserve a place in the three-year-old program, full fees must be paid on or before your interview day, which will be scheduled prior to the first day of term one.

4. FOUR-YEAR-OLD PROGRAM: Will I be invoiced if my child or I hold a Health Care Card or a Pensioner Concession Card?

Yes, all families will be invoiced in January. Current concession cards must be sighted and photocopied by staff on your scheduled interview day. Families who hold a current concession card and have children enrolled to attend the four-year-old program will be eligible for the government's *Kindergarten Fee Subsidy* and will not pay fees. Those eligible families will have the \$50 deposit amount (which is paid at the time of accepting an enrolment place) refunded to them.

Please note that the three-year-old program is not government funded and no *Kindergarten Fee Subsidy* is available. Children eligible for *Early Start Kindergarten* are not charged fees to attend Bundoora Pre-school. Refer to *Fee Information for Families (Attachment 1)*.

5. If I pay all of my term fees in advance at the commencement of the pre-school year, do I get a discount?

No, there is no discount for paying all terms' fees in advance. Families are welcome to pay fees in advance for two, three or four terms, if they wish to.

6. If my child is sick or goes away on holiday during term, is there a discount on fees for sessions not attended?

No, there is no discount or refund of fees for sessions not attended due to a child's short-term illness or being away due to a holiday. Exceptional circumstances may be considered in regard to long term illness, if a medical certificate is provided. This will be at the discretion of the Committee of Management.

7. If I withdraw my child from the service during term, will I be entitled to a pro-rata refund of fees for sessions not attended?

No, there is no refund of term fees. Fees are paid in advance and are not refunded for sessions not attended due to withdrawal of a child from the service after the commencement of a term.

8. Is there a family/sibling discount if more than one child attends the service?

No, there is no family discount for siblings or twin children. Fees are payable on the due date, for each child who attends the service. If you have triplets or a greater number of multiple birth children attending the service, please refer to the *Bundoora Pre-school Fee Policy*.



Attachment 8

FREQUENTLY ASKED QUESTIONS – MAINTENANCE LEVY

Please see the *Bundoora Pre-school Fee Policy 2019* for full details regarding fees and other payments.

1. What is the Maintenance Levy?

The Maintenance Levy is an annual amount payable, per family, to the pre-school along with your child/children's term one fees. We offer to reimburse the Maintenance Levy to families, at the end of the pre-school year, provided that they participate in **two or more** specified activities that are held outside of regular kindergarten programming and within the same calendar year of their child's attendance at our pre-school.

2. Why does kinder charge a refundable Maintenance Levy?

Parent/guardian participation at specified volunteer activities is encouraged. Volunteer involvement helps to reduce expenses and also build connections between families. By charging a refundable levy at the beginning of the year, we aim to incentivise volunteer efforts from our kinder community. A refundable levy system provides the incentive for families to assist at events held by the kinder community and replaces paid labour with their volunteer labour. We do appreciate that not all families are able to assist by volunteering their time.

3. What is an example of a 'specified activity' and how do families work towards claiming a reimbursement of the Maintenance Levy?

Several events take place each term. A single specified activity might include a family's participation in:

- a working bee/s (at least two hours)
- a fund raising event/s (e.g. cake stalls, BBQ or market stalls held at several times throughout the year)
- being a member of our Committee of Management
- specific maintenance, building or gardening projects at kinder

After taking part, we ask all volunteers to sign the visitor book/register or, if this register is not available, inform us of this verbally or in writing as soon after participation in the activity as possible. At the end of the pre-school year, and after a family's participation has been accounted for in two or more specified activities, families will be contacted and offered a reimbursement of the Maintenance Levy.

4. What is NOT included as volunteer work towards refund of the Maintenance Levy?

Participation in Kinder Duty is not included as a specified activity. Assisting with the weekly gardening roster (four-year-old families), the summer watering roster, helping supervise excursions, clean-up day, contribution of cooking/baking for fund raising stalls and laundry duties are smaller ways that families are asked to contribute to the operation of our kinder and their children's programs, but are not considered to be specified activities that count towards reimbursement of the Maintenance Levy.

5. Is every family charged a Maintenance Levy each year?

Yes. The Maintenance Levy is included on the invoice sent to each family at the start of every year. The levy is payable by all families in the three-year-old program.

For eligible Government concession card holders, with a child enrolled in a four-year-old program only, this levy is an optional payment. Please see the *Bundoora Pre-school Fee Policy* for more details about which Government concession cards are recognised by our pre-school. The Maintenance Levy is not intended to be a barrier to children's participation in our pre-school programs and families experiencing difficulties should discuss this with the service.

6. If our family is eligible for a reimbursement of the Maintenance Levy at the end one year, can we roll the levy over to the following year if we have a child/ren enrolled?

Yes, after a reimbursement has been offered to eligible families at the end of their child's year at kinder, the Assistant Treasurer can be instructed to roll the levy amount over to the following year.

LETTER WITH WRITTEN WARNING REGARDING LATE COLLECTION OF A CHILD (UP TO 20 MINUTES LATE) – BUNDOORA PRE-SCHOOL

(To be completed and signed by a staff member and counter signed by parent/guardian on collection of the child. Original issued to parent/guardian and a copy to be retained by Bundoora Pre-school and handed directly to the nominated person collecting the child)

Name of child: _____ Date: _____

Staff: _____ Time child was collected: _____

Kinder Group Name: _____ Kinder Session Times: _____

Name of Parent/Guardian: _____

Person responsible for collection of child on this date: _____

Reason given for late collection of child: _____

Example

Today (dated listed above), you arrived late to collect your child (time of collection listed above).

Please be advised that the Approved Provider, Nominated Supervisor and staff of Bundoora Pre-school request that you observe this written notice as the first and only official request to always collect your child on time at the conclusion of each kinder session. It is an expectation and legal requirement that children are collected on time. Failure to do so on a second or subsequent occasion will result in a Late Collection Charge invoice being issued to you.

The Committee of Management and Staff acknowledge that very occasionally there will be genuine extenuating circumstances preventing the timely collection of a child by a parent/guardian or authorised nominee. Such circumstances will be taken into consideration, on a case-by-case basis.

Staff and the Committee of Management of Bundoora Pre-school ask you to observe the schedule below.

Occurrence	1 – 20 minutes late	21 – 40 minutes late	41 minutes – 1 hour late
First	OFFICIAL WARNING IN WRITING one warning only	\$35.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Second and Third	\$35.00 fee charged	\$70.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Fourth and Subsequent	\$70.00 fee charged	Child FIRST or Police will be called \$100.00 fee charged	

*Child FIRST may be contacted by Bundoora Pre-school staff on 1800 319 355. For more information, please go to <https://services.dhhs.vic.gov.au/referral-and-support-teams>.

Signed,

by Staff member

date

by Parent/Guardian of above-named child

date

Attachment 10 of The Bundoora Pre-school Fee Policy

INVOICE WITH LATE COLLECTION CHARGE NOTICE REGARDING LATE COLLECTION OF CHILD* – BUNDOORA PRE-SCHOOL

(*To be issued for the late collection of a child in the following circumstances: first occurrence if collection more than 20 minutes after the end of the session; second or subsequent occurrence. To be completed and signed by a staff member and counter signed by parent/guardian on collection of the child. Original issued to parent/guardian and a copy to be retained by Bundoora Pre-school.)

Name of child: _____ Late Collection Charge (date): _____

Staff: _____ Late Collection Charge (time): _____

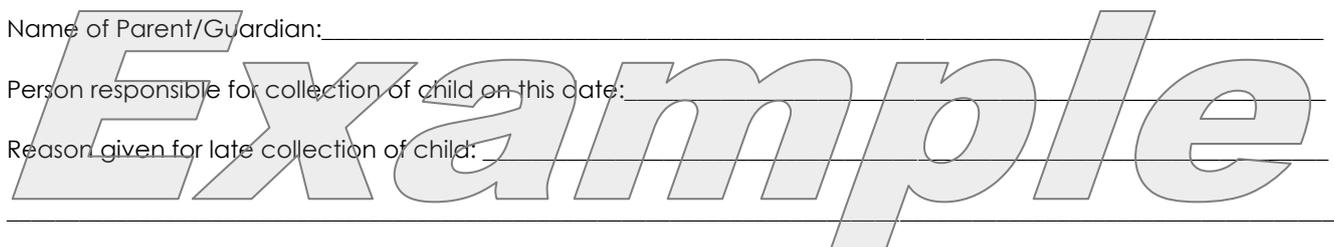
First occurrence – more than 20 minutes late Second occurrence Third occurrence Fourth occurrence

Kinder Group Name: _____ Kinder Session Times: _____

Name of Parent/Guardian: _____

Person responsible for collection of child on this date: _____

Reason given for late collection of child: _____



Bundoora Pre-school Bank Account Details: BSB 063 590 Account Number: 1006 1414

Invoice Amount: \$ _____

On this date, ___/___/___ you have incurred a Late Collection Charge amount of \$ _____.

Bundoora Pre-school reserves the right to set this charge due to the fact that it is your legal obligation to collect your child on time from Bundoora Pre-school (see the *Bundoora Pre-school Fee Policy* and the *Bundoora Pre-school Delivery and Collection of Children Policy*). At this time, it is considered that you have not made sufficient effort to contact pre-school staff to notify of your delay or to ensure timely collection of your child at the conclusion of their kinder session.

The Approved Provider, Nominated Supervisor and Staff of Bundoora Pre-school request that you observe the schedule below. The charge amount detailed above is now payable and must be made to Bundoora Pre-school within seven days by ___/___/___.

Occurrence	1 – 20 minutes late	21 – 40 minutes late	41 minutes – 1 hour late
First	OFFICIAL WARNING IN WRITING one warning only	\$35.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Second and Third	\$35.00 fee charged	\$70.00 fee charged	Child FIRST* or Police will be called \$100.00 fee charged
Fourth and Subsequent	\$70.00 fee charged	Child FIRST or Police will be called \$100.00 fee charged	

*Child FIRST may be contacted by Bundoora Pre-school staff on 1800 319 355. For more information, please go to <https://services.dhhs.vic.gov.au/referral-and-support-teams>.

Signed,

_____ date

_____ date

by Staff member

date

by Parent/Guardian of above-named child

date